



PURPOSE: The purpose of the "Training Today Newsletter" is to provide assistance and support for TPAES users submitting PAE applications. We also use this notification to communicate upcoming LTSS initiatives and to describe how those may affect your daily practices. Please forward to staff in your company that complete or submit TennCare (Medicaid) PAEs/PASRRs. This contains vital information for all TPAES users.

Meet and Greet: *LTSS QAI*

LTSS Quality, Accountability and Innovation (QAI) Unit is responsible for a variety of processes:

- The Quality Outcomes team consists of nurse consultants who partner with MCOs and providers to ensure the highest quality, person-centered care is provided to our members
- The Accountability team oversees all reportable events, critical incidents, NCI-AD consumer satisfaction survey, employment data surveys, individual experience assessments and settings rule compliance
- The Value Based Purchasing team is partnering with all stakeholders to create benchmarks of quality service provision and establish reimbursement strategies to reward providers with excellent service to members
- The Innovation team is working on culture transformation that promotes choice, freedom, empowerment, value, inclusion, community awareness and opportunity



Patient Liability

Patient Liability matters are handled by the TennCare Member Services Unit via their call center, *TennCare Connect*. The LTSS Help Desk is unable to assist regarding patient liability issues.

If you have questions and/or concerns regarding patient liability matters, please contact *TennCare Connect* to speak with an eligibility specialist via tel. 855-259-0701 or email at eogs.tenncare@tn.gov

Employment & Community First CHOICES Video |

Check out the *Employment & Community First CHOICES* video highlighting the program and it's members: https://www.youtube.com/watch?time_continue=370&v=5x8xBsEXdHE

Bi-Monthly NF Webinars

Due to a lack of training developments and participation, the Bi-Monthly NF webinar series is going on hiatus. This webinar series may return in the future. We appreciate your participation in previous sessions.

If you have any training requests for future webinars, please let us know through the LTSS Training email: LTSS.Training@tn.gov

PASRR User Guides

The PASRR User Guides below are great resources for PASRR submitters. They walk submitters through the "technical" aspects of submission while also providing policy guidance.

- [TN PASRR NF User Guide](#)
- [TN PASRR Hospital User Guide](#)



Katie Beckett Waiver

To learn about the Katie Beckett Waiver, please click here: <https://www.tn.gov/tenncare/long-term-services-supports/katie-beckett-waiver.html>